

Quarterly Summary of Provider Complaints
3rd Quarter 2008

AGP

AMERIGROUP Tennessee, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Reversed	2
Home Health	Reversed	1
Home Infusion	Reversed	4
Hospital-B	Reversed	1
Hospital-M	Reversed	2
Hospital-M	Denial Upheld	1
Hospital-M	Questions Answered	3
Hospital-M	Referred to IR	1
Physician-Medical	Reversed	3
Supported Housing/Living & Behavioral Health S	Reversed	1
Total for the Quarter:		19

Doral

Doral Dental of Tennessee

Provider Type	MCO BHO Action	Count
Dental	Denial Upheld	1
Total for the Quarter:		1

MMCC

Memphis Managed Care Corporation d/b/a TLC

Provider Type	MCO BHO Action	Count
Hospital-M	Question Answered	1
Hospital-M	Reversed	1
Physician-Medical	Partial	1
Physician-Medical	Referred to IR	1
Physician-Medical	Reversed	10
Physician-Medical	Denied	1
Physician-Medical	Denial Upheld	6
Physician-Medical	N/A	1
Provider-Non-MD	Reversed	1
Total for the Quarter:		23

PBST

Premier Behavioral System of Tennessee, LLC

Provider Type	MCO BHO Action	Count
Hospital-B	Reversed	2

Monday, November 10, 2008

*(Partial = favor both MCC and Provider,
Duplicate = Previously Submitted to the MCC,
MCC Not = Provider submitted complaint against the wrong MCC)*

Page 1 of 4

Physician-Behavioral Health	Reversed	2
Total for the Quarter:		4

PHP

Preferred Health Partnership of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Hospital-M	Referred to IR	1
Hospital-M	Reversed	2
Hospital-M	Duplicate	1
Hospital-M	Denied	2
Hospital-M	Denial Upheld	2
Outpatient Surgery	Reversed	1
Outpatient Surgery	Denied	1
Physician-Medical	Denial Upheld	2
Physician-Medical	Reversed	2
Supported Housing/Living & Behavioral Health S	Denied	1
Total for the Quarter:		15

TBH

Tennessee Behavioral Health, Inc.

Provider Type	MCO BHO Action	Count
Hospital-B	Denied	1
Hospital-B	Reversed	1
Total for the Quarter:		2

UAHC

UAHC Health Plan of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Home Health	MCC not TennCare'	1
Home Infusion	Reversed	1
Lab Work	Reversed	2
Physician-Medical	Denial Upheld	2
Physician-Medical	Reversed	2
Physician-Medical	Denied	1
Total for the Quarter:		9

UHP

Unison Health Plan, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Denial Upheld	1
DME (Durable Medical Equipment)	Denied	2
DME (Durable Medical Equipment)	MCC not TennCare'	1

Monday, November 10, 2008

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Page 2 of 4

DME (Durable Medical Equipment)	Partial	1
Home Infusion	Partial	1
Home Infusion	MCC not TennCare'	1
Hospice	Reversed	1
Hospice	Denial Upheld	1
Hospice	Denied	1
Hospital-M	Denial Upheld	4
Hospital-M	Denied	3
Hospital-M	Reversed	12
Lab Work	Denied	1
Physician-Behavioral Health	Denied	1
Physician-Medical	Denied	4
Physician-Medical	Reversed	11
Physician-Medical	Denial Upheld	11
Physician-Medical	Duplicate	2
Physician-Medical	Referred to IR	1

Total for the Quarter: 60

UPRV

UnitedHealthcare Plan of the River Valley, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Denial Upheld	1
Hospital-B	Denial Upheld	1
Hospital-M	Denial Upheld	1
Hospital-M	MCC not TennCare'	2
Hospital-M	Referred to IR	1
Other (Requires Description)	Reversed	1
Physician-Medical	Reversed	2
Physician-Medical	Duplicate	1
Physician-Medical	Denial Upheld	1
Physician-Medical	Denied	4
RMHI(Regional Mental Health Inst	Denial Upheld	1

Total for the Quarter: 16

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
Home Health	Questions answered.	1
Hospital-M	Reversed	1
Physician-Medical	Reversed	4
Supported Housing/Living & Behavioral Health S	N/A	1

Monday, November 10, 2008

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Page 3 of 4

Total for the Quarter:			<u><u>7</u></u>
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WHP			
Provider Type	MCO BHO Action	Count	
Other (Requires Description)	MCC not TennCare'	1	
Total for the Quarter:			<u><u>1</u></u>
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Grand Total for the Quarter			157